

COORDINATED HUMAN SERVICES TRANSPORTATION PLANNING

CHAIR – MIKE EARL · VICE CHAIR – SUSAN JOHNSON · PLANNING MANAGER – CURT HUTCHINGS

MINUTES

Coordinated Human Service Transportation Planning

Committee Meeting

February 6, 2014, 10:00 a.m.

Five County Association of Governments

1070 W 1600 S Bldg B, St George, UT

MEMBERS IN ATTENDANCE

Ms. Tamara Nay
Mr. Fred Davies
Mr. Mike Earl
Ms. Susan Johnson
Mr. Dennis Broad
Ms. Fayann Christensen
Ms. Connie Lloyd
Ms. Christine Holiday
Mr. Neal Smith
Ms. Carrie Schonlaw
Mr. David Jones

REPRESENTING

Cedar Area Transportation Services
SunTran Manager
Red Rock Center for Independence
TURN Community Services
Department of Workforce Services
Kane County Council on Aging
Iron County Council on Aging
Washington County Council on Aging
Southwest Center for Behavioral Health
Five County AOG Human Services Director
Five County AOG Community Action Planner

MEMBERS IN ATTENDANCE BY PHONE

Ms. Launi Harding

REPRESENTING

WCSD Transportation Director

MEMBERS ABSENT

Ms. Pam McMullin
Ms. Donna Chynoweth
Mr. Jeff Turek
Mr. Todd Edwards

REPRESENTING

Beaver County Council on Aging
Garfield County Council on Aging
Washington City Councilmember
Washington County Public Works

OTHERS IN ATTENDANCE

Mr. Curt Hutchings
Mr. Dave Demas
Mr. Levi Roberts

REPRESENTING

Five County Association of Governments
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I. Welcome and Call to Order

Chair Mr. Mike Earl called the meeting to order and welcomed all present. Ms. Launi Harding was in attendance by phone. Mr. Earl announced that there was a quorum present.

II. Approval of September 25, 2013 and November 19, 2013 Minutes

A motion was made by Mr. Fred Davies, seconded by Ms. Tamara Nay to approve the September 25, 2013 and November 19, 2013 Minutes of the Coordinated Human Services Transportation Planning Committee.

MOTION CARRIED UNANIMOUSLY

Phone vote by Ms. Launi Harding – aye

III. Prioritize FTA Grant Applications

Mr. Davies suggested that each applicant explain the projects that they were applying for. Each applicant then explained what their respective project would be used for and why the funding was needed.

Mr. Roberts explained the preliminary review process for reviewing FTA applications. To allow Committee Members to review applications and provide objective input to projects, Five County Staff developed a scoring system and asked that each Committee member score and rank the projects prior to the meeting. The projects are to be ranked according to two rankings: one for 5311 projects and one for 5310 & 5339 projects. The reason that 5310 & 5339 projects are to be ranked together is that they are interchangeable for capital funds. 5339 funds may be utilized for purchasing buses or bus facilities. 5310 may be utilized for buses and/or bus facilities and bus operations. Mr. Roberts explained that only five members submitted project rankings and that the final ranking would need to be determined in this meeting.

NOTE: At this point the meeting started to be recorded.

Mr. Smith asked for clarification about the 5310 and 5311 funding application amounts for Mobility Management. Mr. Roberts explained that the total amount requested is \$40,000 and could be funded between the two programs. Mr. Davies asked if Mobility Management received funding from any other programs. Mr. Roberts responded that there is currently no other funding; the other funding programs in the past have all been combined within the 5310 and 5311 grants.

Ms. Harding inquired if there were any other funding sources available for rural areas that do not have a tax base or other means of income to fund programs. Mr. Roberts stated he is not aware of any other funding sources. Ms. Harding asked if the grant funding is absolutely necessary for the survival of the Mobility Management program. Mr. Roberts and Mr. Hutchings stated that is correct. Mr. Hutchings explained that the

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breakdown of the 20% local match for Mobility Management is 75% from the Metropolitan Planning Organization (MPO) and 25% from the Five County Association of Governments.

Ms. Harding asked if Kanab or Garfield have any other source of income. Ms. Christensen explained that Kane County is 90% federal owned, 5% state owned and only 5% privately owned property. Their tax base is the only thing that keeps them going and the county is not able to provide the 20% local matching funds.

Mr. Earl explained that the Red Rock Center for Independence raise their 20% matching funds on their own through fund raisers and donations; they do not receive any city or county matching funds. Mr. Davies encouraged the committee members to attend a Red Rock Center for Independence briefing. Mr. Earl encouraged everyone to visit the center to see what they are doing and the number of people they are serving.

Ms. Lloyd raised a concern about the limited funding available to provide maintenance on their existing vehicles. Ms. Nay shared that UDOT has an excellent philosophy regarding their vehicles. Four years after they purchase a vehicle they apply for funding for a new vehicle. Their oldest vehicle is then sold and the proceeds from the sale provide the 20% match to purchase the new vehicle. The committee agreed that as the vehicles age the maintenance costs increase to the point where those funds could have been used for the 20% match to purchase a new vehicle.

Mr. Smith raised the question regarding the funding of mobility management and if the funding was discontinued would Mr. Roberts' position as Mobility Manager no longer exist. Mr. Hutchings stated he could not definitively answer the question but he did explain that the grants fund the Mobility Management program and if the Mobility Management planning program was not in place, none of the funding would be available to any of the other programs.

A motion was made by Ms. Fayann Christensen, seconded by Ms. Susan Johnson to identify Mobility Management as the number one priority on the project prioritization list.

MOTION CARRIED UNANIMOUSLY

Phone vote by Ms. Launi Harding – aye

Many of the committee members expressed a reluctance to rank the applications within the meeting since there were individuals in the room who would be directly affected by the decision. A suggestion was made that the funding applicants leave the room but it was pointed out that there would no longer be a quorum for voting purposes.

Mr. Roberts explained that another component to consider for prioritizing applications is to base the ranking upon who has the greatest need for a vehicle. Unfortunately, there is not a system in place at this time that is tracking detailed information on all vehicles. He stated that there is a need for a database to track the assets of each

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region. Mr. Roberts commented that it is a subjective decision to determine that one county needs the funding more than another in regards to the condition of their vehicles without having definitive information regarding assets.

Ms. Schonlaw agreed that it was difficult for the committee members to be candid in fear of offending people in the room. She explained that after hearing from the applicants personally in this meeting she had a better understanding of the requests for funding that were being made. She proposed that the committee take a short break so that each member could individually and anonymously rank the projects for prioritization. Those ranking sheets could be turned over to Mr. Hutchings who would compile the rankings prior to the close of the meeting. Mr. Roberts suggested that Ms. Harding e-mail her rankings in to be included in the final tally.

Mr. Hutchings stated that there would be an issue with that method since each project ranking must be made by motion. Ms. Schonlaw suggested a motion be presented to the committee to change the method used to allow for the individual tally and anonymous ranking for the project prioritization. Mr. Smith remarked that first a motion would be required to rescind the previous motion made to prioritize Mobility Management as the number one priority.

A motion was made by Ms. Fayann Christensen, seconded by Ms. Susan Johnson to rescind the previous motion made to identify Mobility Management as the number one priority on the project prioritization list.

MOTION CARRIED UNANIMOUSLY

Phone vote by Ms. Launi Harding – aye

A motion was made by Ms. Carrie Schonlaw, seconded by Ms. Holiday to approve the individual and anonymous ranking methodology for prioritizing the 5310 and 5311 funding applications.

MOTION CARRIED UNANIMOUSLY

Phone vote by Ms. Launi Harding – aye

The committee discussed the specifics of the applications for the 5311 grants. Mr. Roberts stated that the details of the Mobility Management application had already been provided during the 5310 application discussion.

Ms. Nay explained to the committee that the Cedar Area Transportation Services (CATS) program is totally contingent upon federal funds. They are at an 80/20 match on capital and administrative costs and 50/50 on operating costs. Their matching funds come from the city. They are requesting an ADA passenger van. They currently have two vans and would like to replace one. Their 2012 funding will allow them to replace one van this year. In the next funding cycle they will need to request a new bus and the following year they will need a new van. As was previously discussed their vehicles are aging and the maintenance costs continue to increase.

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Ms. Nay shared that CATS is trying to become more visible to the public with new bus stop signs. They would like new signs at each stop that would list the scheduled times that the bus arrives at the stop. This would eliminate 90% of the calls they receive. Ms. Schonlaw asked if the signs could be changed if the route times changed. Ms. Nay stated yes that the signs would be similar to the type that SunTran are currently using at their stops. Mr. Davies shared that by printing their own signage they have saved approximately \$6,000. Ms. Schonlaw asked for clarification regarding the CATS request. Ms. Nay stated that the request is for one passenger van and bus stop signs. She explained that the operating and project administration for one year of operation are broken out on the application.

Mr. Roberts stated that there was not a representative from Springdale in attendance to discuss their application. However, he did have a telephone conversation with Mr. Tom Dansie from Springdale. Mr. Roberts explained that although the Zion Canyon shuttle services the national park, there is a separate loop that travels through Springdale that provides service to tourists, residents and employees of the park and local businesses. In the past, Springdale received 100% of their funding for the Springdale loop from the National Park Service. However, that funding is no longer available. Mr. Roberts clarified that the 5311 funding request is for the Springdale loop only. There are some questions regarding their eligibility but UDOT indicated they could submit an application. Ms. Schonlaw asked if the request was strictly for operating costs. Mr. Roberts confirmed the application was for operating costs only - not for the purchase of vehicles. The committee discussed the ADA accessibility of the shuttle vehicles and if Springdale would be providing para-transit service. Mr. Davies and Ms. Nay stated they did not see any information regarding para-transit service in the application. Mr. Davies stated that the primary benefit of the shuttle service would be to Zion National Park and to the city of Springdale.

At this point the committee members took a 5 minute break to individually prioritize the applications. Each member submitted their prioritization lists to Mr. Hutchings. Mr. Hutchings left the room to begin tallying the votes.

IV. Consider change of Committee name: CHSTP to RCC for Human Service Transportation

Mr. Roberts proposed a change of the committee name. The current name of the committee, Coordinated Human Service Transportation Planning committee, provides a good description of the committee, but it is a very long and cumbersome name. Although the agenda states a consideration to change the committee name to the RCC for Human Service Transportation, Mr. Roberts is now proposing changing the committee name to the Regional Mobility Council (RMC). He shared that RMC is the name that the Bear River Association of Governments is currently using for their committee. Mr. Davies asked what RCC stands for. Mr. Roberts explained that the committee had originally discussed changing the name to the Regional Coordinating Council (RCC). Mr. Hutchings explained that RCC was the title adopted in the Wasatch Front. The committee agreed that the RMC name is short and very descriptive of the mission of the committee.

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A motion was made by Ms. Fayann Christensen, seconded by Ms. Christine Holiday to change the committee name from the Coordinated Human Service Transportation Planning (CHSTP) to the Regional Mobility Council (RMC).

MOTION CARRIED UNANIMOUSLY

Phone vote by Ms. Launi Harding – aye

V. COA Director Reports

- A. Ms. Fayann Christensen reported that everything is going well in Kane County. Mr. Davies thanked Ms. Christensen for taking the time to travel to these meetings. Ms. Christensen reported that they recently purchased a fifteen passenger van to replace the aging van in Orderville. The van was purchased from the Sheriff's Department and had very low mileage. It was not being used due to its large size. The older Orderville van was sold to the Travel Council. In the past another older van was donated to the airport so they would have an airport shuttle. However, they do not have drivers. The hospital also has a very old van but they don't have drivers either so they contact the senior center for their transportation needs.

Ms. Christensen stated that the Senior Centers are doing well. The Orderville and Kanab Senior Centers are transporting seniors two to four times a month to Washington County for shopping and doctor appointments. They are also providing transportation for local shopping and appointments. Mr. Hutchings asked if the vans were all coming on the same days of the week. Ms. Christensen stated no they do not travel on the same days. The transportation schedule depends on the days the Senior Centers are open and when the van and/or a driver are available.

Ms. Christensen shared that they are not allowed to charge seniors for the transportation. A donation is suggested and the County picks up the balance. Ms. Schonlaw stated that the seniors are generally good about making a donation for the meals. The average donation for meals is approximately \$2.12. The donations for transportation are less.

Ms. Christensen stated that there is a standard suggested donation of \$7.50 to \$10.00 a trip for the out of town transportation trips. The suggested donation for local trips is \$1.00 to \$1.50. There is no suggested donation if they are just going to the senior center for lunch.

- B. Ms. Connie Lloyd reported on the difficulty she is having trying to schedule their two Iron County drivers that are limited to working only 20 hours per week. It has been very difficult to schedule the drivers when they are required to travel long distances to transport the seniors. She would like to develop a pool of backup drivers. The county will allow 2-3 backup drivers in the pool. Ms. Nay stated she may have drivers that might be willing to substitute drive on their days off. Ms. Lloyd expressed the need for flexibility with the drivers in order to meet the specific

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transportation needs of the seniors. Mr. Smith inquired about the rate of pay for the drivers. Ms. Lloyd stated drivers are paid \$9.51 per hour.

Ms. Lloyd shared that they do have two contracted drivers that are paid per trip – one in Kanarraville and one in Beryl. The Kanarraville driver makes one trip per week for shopping and eating at the senior center. The Beryl driver makes one to two trips per month for shopping and will go to the Enterprise Senior Center for meals since it is closer.

Ms. Lloyd expressed the great need for operating funds to pay for drivers. She is grateful for the buses they have received but without the funding to pay for drivers the transportation services are limited.

- C. Ms. Christine Holiday reported that Washington County is doing well. The buses are busy. The Enterprise bus comes to St. George twice a month for shopping and doctor appointments. They also provide daily trips when the senior center is open. An issue with unsecured loads from shopping trips has been resolved.

Ms. Holiday shared that they have a pool of substitute drivers to pull from when needed. All of their drivers are paid employees of the county. In addition, the Supervisor at the Enterprise Senior Center is certified and can fill in when needed. Hurricane has two buses to transport seniors to Springdale for lunch on Tuesdays and Thursdays and they also come to St. George once a week for shopping and appointments. The St. George Senior Center has three buses running all the time. Ms. Holiday remarked that they are also restricted by time limits by the new healthcare laws.

VI. Transit Director Reports

- A. Ms. Tammy Nay reported that the Dial-A-Ride has shown a steady increase since implementing the program in 2003. The ridership for the bus program fluctuates from year to year. They are currently down approximately 5,000 riders from last year. Mr. Davies remarked that they should see an increase once the times are posted on the bus stop signs. Ms. Nay remarked that they are pleased with their current route schedule which covers the area from the Love's truck stop to Wal-Mart. They have received many compliments on how well the schedule is working for the community.

Ms. Nay shared that they currently have 10 drivers on staff. Some of those drivers are on-call relief drivers that may be available to participate in the pool of backup drivers that Ms. Lloyd is putting together. Ms. Nay suggested that perhaps Ms. Lloyd could attend one of their safety meetings and discuss her schedule and ask for volunteers.

Mr. Earl asked if the implementation of the Google Transit program for CATS has been completed. Ms. Nay stated that the city council did approve the agreement

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with Google. Mr. Roberts explained that he is very close to getting the information in the Google system. Mr. Davies stated the Google information has been posted inside their buses. Ms. Nay plans to advertise the information inside the bus shelters, in surrounding businesses and in the three local newspapers.

- B. Mr. Fred Davies reported that they finished installing on Routes 2, 3 and 4 the signs with the new route times and no smoking signs. Route 1 still needs to have the no smoking signs installed. Mr. Davies explained that they worked with six youth groups on January 23rd to install the signs and saved approximately \$6,000. Mr. Davies discussed the changes made to Route 2 that will provide an eight minute buffer to allow for wheelchair loading and a break for the driver if needed. It took approximately four months to test and implement the new route times. Mr. Roberts confirmed that the new route times have been added in the Google Transit system.

Mr. Davies reported that ridership in January was 39,460. The total ridership for 2013 was 470,970 which was an increase of approximately 30,000 from the previous year. Mr. Davies shared that the Americans with Disabilities ridership has increased significantly. They were running about 500 riders per month with the para-transit program but are now up to 800-900 riders per month. Mr. Davies provided an interesting statistic regarding the number of wheelchairs on the fixed routes versus the para-transit program. The three para-transit vans that run eight hours per day are carrying 273 wheelchairs per month. The four fixed routes are carrying 159 wheelchairs per month.

Mr. Davies shared with the committee that as of January 1, 2014 SunTran has dropped the \$15 discount from their monthly unlimited ride pass. The \$15 discount was available for disabled riders but it became apparent that the discount was being abused; 79% of the monthly passes sold were discounted disabled passes. The disabled rider still has the option to pay half fare on the bus and/or to purchase a 10 ride pass for half price. The total cash collected on the buses has increased by \$700 per week. The total number of day and monthly passes sold has not changed since dropping the disabled discount on the monthly passes. Mr. Davies projects they will see an additional \$50,000 in operating revenue which should cover the cost of fuel.

Mr. Davies passed out examples of the new bus passes which were changed in order to stop the fraudulently photocopied passes that were being used. The new pass includes an embossment and the year it was purchased. Since the changes have been made to the passes, they have not seen any fraud. In 2013 SunTran was 10% short (approximately \$150,000) of meeting their operating needs and they are hoping that the recent changes will make up part of that amount.

Mr. Davies remarked that they are also struggling with staffing and the part time hour restrictions. He commented that the flu season has been particularly challenging. Mr. Davies stated he has enough drivers but is in need of back-up drivers. Mr. Davies said it is difficult to retain the back-up drivers since they are on

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an on-call basis only. Mr. Broad stated he may have a retired gentleman who may be interested in working as a back-up driver. Mr. Broad will contact the gentleman and get back to Mr. Davies.

VII. **Mobility Management Report**

Mr. Roberts reported that the Travel Training program has not seen a lot of demand even though it has been advertised. However, four people who probably would have never used the bus system have really benefited from the training. There is an excellent volunteer who is willing to work with individuals. Mr. Davies remarked that they should be using the Travel Training program more as SunTran just had two people trained to do evaluations for para-transit. They will be converting people to conditional authorization who will need to begin using the bus system. Mr. Roberts agreed it would be nice to coordinate the Travel Training program with the para-transit program. Mr. Broad requested more information about the program and flyers that could be posted in their office. He remarked that people have difficulty getting to their office because they can't figure out the bus system. Mr. Roberts stated he would have flyers for him at the end of the meeting.

Mr. Roberts has been working on Google Transit map system with Ms. Nay and also with Aztec Shuttle. He is still trying to develop a contact with St. George Shuttle. Mr. Davies shared that he has found that a personal visit to their office is the best way to make contact.

Mr. Roberts reported that the Bryce Canyon van pool now have 17 employees commuting from Panguitch to Ruby's Inn. They anticipate additional vans to be added during the summer season. The 15 passenger van is able to accommodate the 17 employees due to their staggered work schedules over the seven day work week.

Mr. Roberts stated that the committee's May meeting will be held in Bryce Canyon. He scheduled the meeting to coordinate with the URSTA (Utah Urban Rural Specialized Transportation Association) conference that will be held in Bryce Canyon at Ruby's Inn May 8-9, 2014. He will send out the agenda for the URSTA conference to the committee members. Mr. Roberts strongly recommended that everyone attend the conference if possible as it will provide good training and networking. URSTA does have scholarships available to cover the cost of the conference and hotel accommodations. It is important to apply early to receive one of the scholarships. Ms. Christensen highly recommended attending the conference and explained that the scholarship does require the attendees to pay for the costs and then submit a request for reimbursement.

Mr. Roberts remarked that there will be a few local items on the conference agenda. There will be presenters from the Division of the Blind and Visually Impaired giving a presentation for the drivers on how to communicate with passengers with special needs. There will also be a discussion on van pools with a presenter from the UTA who will highlight the local use of the van pool system.

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Mr. Roberts has been work heavily on improving the Coordinated Human Services Transportation Planning website. The website is a link on the Five County AOG website. Mr. Roberts stated that he would like to make the CHSTP website a repository for all of the transportation resources in the entire Five County region so that anyone in any county could use it. At the next meeting he will provide a presentation and talk about how to the website can be used as a resource. If there are agencies that have websites, links to their website could also be added.

At this point in the meeting Mr. Hutchings returned with the rankings for the 5310 and 5311 funding project prioritizations. A copy of the final rankings was distributed to each of the committee members for review.

The final project rankings were as follows:

5310 & 5339 Projects

- | | |
|-------------------------------------|----------------------------|
| 1. Mobility Management | Five County AOG |
| 2. Garfield County Accessible Buses | Garfield County |
| 3. Operating Funds | Iron County |
| 4. Kane County Transportation | Kane Co. SCIP |
| 5. Volunteer Drive Project | Red Rock Center for Indep. |

5311 Projects

- | | |
|---|------------------------|
| 1. Mobility Management | Five County AOG |
| 2. CATS Operations | Cedar City Corporation |
| 3. Zion Canyon Shuttle- Springdale Loop | Town of Springdale |

A motion was made by Mr. Broad, seconded by Ms. Schonlaw to accept the 5310 & 5339 and 5311 funding project prioritization rankings as determined by their individual and anonymous votes.

MOTION CARRIED UNANIMOUSLY

VIII. Work Group Progress Reports

A. Insurance Issues

Ms. Harding was called away from the meeting and was unable to report on this item.

B. Bus Shelters

Mr. Earl reported that they are making progress on the new bus shelters. They have identified four bus shelter locations and have determined the type of shelter to be used. They are in the process of working with individuals, land owners and businesses to donate land and/or funds. Mr. Demas reported that he has made contact with the manager at Lin's regarding a bus shelter. The manager will need to speak to the property owner and will get back to Mr. Demas. Mr. Demas has

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not made any contacts regarding the location at 200 North. Mr. Earl stated the plan is to have the shelters in place before June in order to use the 2013 funding. He would like to have an article written up in the newspaper and possibly a ribbon cutting at one of the new locations.

IX. Review Action Items

- A. Previous action items identified in November 19, 2013 minutes.
A copy of the spreadsheet that Mr. Demas has been using to track action items was passed out to the committee. Mr. Roberts asked the members to review the items and let him know if there is any item that has not been completed.
- B. Review actions identified during meeting.
 - 1. Ms. Nay to contact Ms. Lloyd to schedule a time for Ms. Lloyd to attend a safety meeting to discuss her need for back-up driver and to ask for volunteers.
 - 2. Mr. Broad to contact the gentleman regarding a possible back-up driver position with SunTran and get back to Mr. Davies.
 - 3. Mr. Roberts to provide Travel Training program flyers for Mr. Broad.
 - 4. Mr. Roberts will send out the agenda for the URSTA conference to the committee members.

X. Other Business

Mr. Smith reported that the Southwest Center for Behavioral Health submitted their Title VI plan and it has been approved. Ms. Christensen stated that she has submitted their plan but is still working on corrections.

XI. Next meeting to be held March 26, 2014 at 1:00 PM at Five County Association of Governments.

XII. Meeting was adjourned.